To allow the clinic to be accredited at Bronze level, **ALL** of the following criteria must be met:

1. **General clinic requirements:**

   - **Premises has/is:**
     - Good standard of cleanliness and hygiene
     - Adequate lighting, ventilation and temperature control
     - Free from excessive noise
     - In good decorative order

   - Details of how clients can access emergency veterinary care available at all times

   - Ensure clients know who is involved in the care of their cats

   - Informed consent sought for all procedures

   - Options and cost for investigations/treatments discussed

   - Written estimates and itemised invoices provided on request

   - Record client complaints and act on them

   - Able to access information on the management of poisons
Bronze Checklist

- Relevant cat information must be readily available for caregivers such as:
  - The Cat Friendly Clinic programme
  - Transporting a cat to the clinic
  - Medicating a cat

- A written clinic-wide protocol on wellness checks for cats
- Routinely assess pain and intervene with appropriate analgesic therapy
- Never perform/recommend surgical operations for the purpose of modifying the appearance of a cat or for non-medical purposes
- Record and store medicines according to manufacturer’s recommendations and statutory requirements and use antimicrobials judiciously and in line with current guidelines
- Notify all adverse drug events to the appropriate authorities
- All applicable health, safety and legal regulations relating to veterinary clinics in your country adhered to
2. Staff requirements:

- All vets and nurses/technicians must undertake at least 3 hours of feline-specific continuing professional development per year.
- All other staff who interact with cats and/or their caregivers (e.g., receptionists) must undertake at least 1 hour per year.
- CPD records kept and provided at reaccreditation.
- Ongoing staff education about the Cat Friendly Clinic criteria, feline friendly interactions and use of techniques to reduce stress for cats.
- Clinical outcome of cases monitored and discussed with other vets regularly and records kept.

Clinic staff must:

- Instruct caregivers about how to reduce stress during the journey to and from the clinic.
- Recommend good cat carriers to caregivers.
When interacting with cats, all staff must:

- Adhere to the AAFP/ISFM 2011 Feline Friendly Handling Guidelines (click HERE to view)
- Adhere to the AAFP/ISFM 2011 Feline Friendly Veterinary Environment Guidelines (click HERE to view)
- Adhere to ISFM’s Cat Friendly Principles (click HERE to view)
- Show a gentle and empathetic approach
- Minimise stress during handling and procedures
- Minimise the stress of physical examinations
- Recognise and respond appropriately to feline fear and anxiety
- Not use forceful restraint or ‘scruffing’ of cats
- Use anti-anxiety medications or chemical restraint rather than heavy physical restraint
- Minimise the negative impacts of odours, bright lights and noise for cats in the clinic
3. Waiting room:

☐ Provide a waiting room (unless a mobile service where the consultation takes place within the caregiver’s home) with:

☐ Sufficient seats for routine use

☐ No excessive noise

☐ Cat carriers raised up above floor level (on chairs, tables, or shelves)

☐ Sight and sneeze barriers between cats (e.g. clean washed covers placed over carriers)

☐ Direct and visual contact between dogs and cats avoided by having:

☐ A cat-only waiting room

   OR

☐ A cat-only waiting area separated with sight barriers

   OR

☐ Have cat-only appointment times for ALL routine cat visits
4. Consulting room:

☐ The clinic must have at least one clean and hygienic room dedicated to consultations (unless a mobile service where the consultation takes place within the caregiver’s home) with:

☐ Easy to clean/disinfect floor and examination table
☐ Clean non-slip surface on the examination table
☐ Clean towels/blankets for each cat
☐ Allow complete closure for privacy and safety
☐ Number of consulting rooms adequate for caseload
☐ Appointment times of at least 10 minutes
☐ A thorough patient history and clinical exam performed at each check and complete records kept

☐ Ready access to essential equipment including:

☐ Stethoscope(s)
☐ Auriscope(s)
☐ Opthalmoscope(s)
☐ Thermometer(s)
☐ Weighing scales appropriate for cats
☐ An indirect portable blood pressure monitor
5. Hospitalisation:

☐ If the clinic does not have hospitalisation facilities, there must be an arrangement with another local clinic to hospitalise cats.

☐ If the clinic has hospitalisation facilities, these must meet the following requirements:

☐ A dedicated hospitalisation ward with cages which are:

☐ In good condition, hygienic and easily cleaned
☐ Secure and escape proof
☐ Constructed of non-permeable material with a solid opaque floor
☐ Have walls and ceiling that are solid and opaque, or a cover used if the walls/ceiling are mesh or bars

☐ Written cleaning/disinfection protocols
☐ Cages which do not face each other or adjoin at an angle less than 180°
☐ Noise and personnel minimised
☐ Clear identification of cats
Dogs and cats separated as far as possible
Visual contact between dogs and cats minimised
Cats hospitalised overnight or longer must have observations recorded at least once daily
Inform owners on the level of overnight supervision
Cages must include:
- Litter tray
- Comfortable soft bedding
- Somewhere for the cat to hide
- A variety of toys (if appropriate)
Facilities for washing/disinfection
Facilities to maintain body temperature
Facilities to provide supplemental oxygen
Facilities to bathe, dry, and groom hospitalised cats
A range of different foods and food bowls
A range of different IV fluids, administration sets and catheters
Ability to administer controlled quantities of fluids
Bronze Checklist

☐ Cages with internal dimensions of at least:
  ☐ 2700 cm² floor area and 39 cm height for cats
      hospitalised up to 24 hours
  ☐ 3600 cm² floor area, and 55 cm height for cats
      hospitalised over 24 hours

☐ When cats are transferred to another clinic for overnight/weekend care, cages and facilities in the other clinic must also meet all of the above criteria
6. Anaesthesia:

☐ If the clinic does not have the ability to induce and maintain anaesthesia, there must be an arrangement with another local clinic to enable such procedures.

☐ If the clinic has facilities to induce/maintain anaesthesia these must meet all of the following:

☐ Equipment to administer oxygen, provide resuscitation and maintain body temperature

☐ A range of appropriate endotracheal tubes

☐ A suitable laryngoscope and topical laryngeal local anaesthetic

☐ Equipment regularly serviced and maintained in good working order
7. Surgery:

☐ If the clinic does not have the ability to perform surgical procedures, there must be an arrangement with another local clinic to enable such procedures.

☐ If the clinic has facilities to perform surgical procedures, these must meet all of the following:

☐ Equipment regularly serviced and maintained in good working order

☐ A range of suitable surgical packs, sutures and sterile instruments

☐ Suitable cleaning and sterilisation facilities for surgical equipment and instruments

☐ Sterile gowns and gloves

☐ Appropriate sterilisation indicators used on all packs

☐ Sterile packs dated, and a policy for re-sterilisation of older unused packs
8. Diagnostic Imaging:

☐ If radiography is not available in the clinic there must be a clear written protocol for how to arrange radiography if required.

☐ If radiography is available in the clinic, there must be:

☐ A range of cassettes suitable for cats and kittens

☐ A radiography machine with a light beam diaphragm

☐ Sufficient provision for non-human restraint to allow radiography without manual restraint

☐ Radiography records to include:

☐ Patient details and area being radiographed

☐ Details of exposure(s) and film(s), cassette(s) or other equipment used

☐ Names of people present
9. Dentistry:

- If the clinic does not have the ability to perform dental procedures, there must be an arrangement with another local clinic to enable such procedures.
- If the clinic has facilities to perform dental procedures, these must meet all of the following:
  - Equipment regularly serviced and maintained in good working order.
  - A selection of scalers, curettes, periodontal probes, elevators and/or luxators suitable for feline use.
  - Dental instruments must be sharp and properly maintained.
  - Each patient must have its own sterile periodontal/oral surgery pack of instruments.
  - Proper dental records and charts must be maintained.
10. Laboratory:

☐ Have basic in-house laboratory equipment including:

☐ Blood glucose concentration
☐ Basic urine chemistry analysis
☐ Refractometer for use with both urine and serum/plasma
☐ Facilities to prepare blood/fluid smears and tissue impressions

☐ Trained staff undertake laboratory procedures in a suitable area
☐ Arrangements for more extensive laboratory investigations, either on-site or through a suitable external laboratory